## Grant Peyton

Email: wac-o41-4o7@mail.dice.com

Phone: 9154906248

### Summary

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| --- | --- |
| Previous |  |
| Preferred | Security Analyst |
| Location | Pacheco, CA, US |
| Desired Work Settings | Remote or On-Site or Hybrid |
| Willing to Relocate | No |
| Work Authorization(s): | Authorized to work in the United States on a full-time basis. |
| Security Clearance Info: | US Citizen (for security purposes) |
| Employment Type | Full-time |
| Total Experience | Unspecified |
| Education | Unspecified |
| Profile Source | Dice |
| Profile Downloaded | Monday, December 9, 2024 |

**Grant Peyton**

• • Martinez, California

<https://www.linkedin.com/in/grant-peyton-6391b11b9/>

**RELEVANT SKILLS**

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| --- | --- | --- |
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|  | | |
| * Azure * Bash/SQL/Python * Chronicle/Splunk/Wireshark/ TCPdump * SIEM * Cisco Meraki * Linux * CIISP Domains * TCP/IP | * ServiceNow/Solarwinds/Fresh service Ticketing System * Imaging desktops/laptops * Windows/Mac OS Troubleshooting * Mobile Device Support * Customer Service * Cisco Finesse, Cisco Jabber * Office 365 * Epic * Intune | * Bomgar/ TeamViewer Remote Support * Zoom Troubleshooting * DUO /MicrosoftAuthenticator * Active Directory * Printer support |

**EXPERIENCE**

**Stanford University (Service Desk Analyst Intern/Contractor)** February 2021- July 2021(intern) July 2021- February-2022(contractor)

* Provide tier 1 support via phone calls for requests involving various software, hardware, mobile devices, and networking technical assistance for all staff, faculty, students within Stanford University
* Escalate unresolved issues to appropriate tier 2 and tier 3 support teams using ServiceNow ticketing system with designated priority level as well as identify and escalate emergencies or service outages
* Diagnose issues and document interactions utilizing ServiceNow and provide remote support for Mac OS and Windows OS by utilizing the Bomgar Support Portal
* Perform and monitor system alerts, as well as work the queue
* Verify user identities using a three-security question authentication as well as provide account assistance such as password resets, DUO (two-step authentication), and Cisco voicemail pin resets
* Maintain a five-star rating of 94.00% through survey responses by demonstrating excellent customer service to ensure productive technical support

**LifeLong Medical Care (Desktop Analyst)**

April 2022- Now

* Recieve requests for assistance regarding desktop and computer related problems including hardware, software and peripheral printers and related equipment throughout designated sites.
* Installs, tests and configures hardware components and additions to network sites
* Maintaining good relationships between employees, managers, directors.
* coordinate equipment repairs; locates vendors and ships parts as needed for repairs and arranges for vendors to perform on-site repairs
* Performs a variety of duties in the installation, configuration and troubleshooting of hardware and software applications and equipment related to local network
* creating documentation for new issues and updating existing documents
* Troubleshoots equipment problems to ensure functional operation; performs minor repairs on computer equipment
* Scripting for automation
* Adding and managing Azure groups to make sure licensing are updated correctly

**EDUCATION**

**Year Up / Diablo Valley College,** Pleasant Hill, CA August 2020 – July 2021

*Year Up is an intensive, competitive technical training and career development program with over 250 corporate partners, graduating thousands of students annually across the nation. The program includes college-level courses, professional training and a six-month internship.*

* Completed coursework in Project Coordination, Web Development, IT Helpdesk, Professional Skills, and Business Communications, with specialized training in Information Technology including management of Operating Systems, File Management, Cloud, and Introduction to Hardware
* Received “IT Top Performer” recognition within the Learning and Development phase
* Participant of Mindfulness Elective where we practice self-awareness of thoughts, feelings, and the surrounding environment